

MHN TRAINING AND CONSULTING SERVICES



**WORKPLACE SOLUTIONS FOR
ORGANIZATIONAL HEALTH AND EFFECTIVENESS**



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MHN TRAINING AND CONSULTING SERVICES

The Training and Consulting department at MHN offers a broad range of training programs and consulting services designed to enhance workplace health and employee effectiveness.

Our workplace services blend a unique understanding of behavioral health with strong employee and organizational development expertise. Whether you are coping with organizational change, workplace stress or fulfilling professional skill development needs, we are committed to helping you meet the diverse challenges of today's workplace and effectively manage and develop your most valuable resources – your employees.

OUR GOALS ARE TO:

- Strengthen the professional skills of managers and employees
- Foster individual responsibility for behaviors and actions
- Inspire a commitment to personal growth and professional development
- Raise an awareness of the importance of personal and organizational health and wellness
- Help turn personal and business challenges into healthy opportunities

QUALIFIED PROFESSIONAL NETWORK

The professionals in our national network of trainers and consultants are selected for their solid understanding of behavioral health along with their proven success as presenters and facilitators. Their wide range of expertise includes employee and management development, organizational development, employee relations and workplace health and wellness.

TRAINING POLICIES AND GUIDELINES

Requesting Services

- Please submit training and consulting services requests directly through your account management representative.
- Your request will be forwarded to the Training and Consulting department.
- The Training and Consulting department will contact you to process your request and identify the appropriate trainer or consultant.

Request Notification

- Training requests require a minimum of three weeks' notice to ensure training date and to reserve the best-qualified trainer for your request.
- Customized course design requires additional time.

Use of Contracted Training Hours

- Contracted training hours may be used for most training programs except those otherwise specified.
- Training hours are deducted for actual on-site service time only, not for set-up or travel time.

Travel Time and Expenses for Contracted Training

- No contracted hours are deducted for travel time.
- All travel expenses will be billed additionally with client pre-authorization.

Cancellation of Services

- Five working days' notice is required to avoid being charged for services.
- Non-refundable travel expenses will be billed to the client.

Training Delivery Modalities

- On-site
- Telephonic
- Web-based (selected topics)

STATE OF CALIFORNIA FEE-FOR-SERVICE SCHEDULE

Fees are current as of July 2006 and are subject to change

Fee for Service Rates Will Be Applied to:

- Services after contracted training hours are exhausted
- All organizational development consultation services
- Any customized training programs (including Web-based programs)
- Port charges (after the first three connections) for all Web-based offerings
- Selected specialized programs (consult with your account management representative or account training coordinator for fee-for-service program offerings)

I. TRAINING (Rate per session)

Specialized Supervisor/Manager Training (Orientation) \$540

Employee Orientations \$390

Stress Assessment & Management (one hour) \$220

MHN EAP Training Courses (one hour) \$340

Custom Workshops Available for Additional Charge

Note – Travel is included in the per session rate

II. CRITICAL INCIDENT STRESS DEBRIEFING (CISD) (Rate per hour)

Face to Face group session \$225

Face to Face individual session \$145

Telephonic Session \$ 65

Note – CISD travel is included in the per session rate

III. ORGANIZATIONAL DEVELOPMENT CONSULTING: (Rate per hour)

Consultation/Assessment/Report prep and Course Development \$250

Travel time \$100

Other travel (e.g. airfare, per diem, rental car, etc.) billed as incurred.

LEARNING OBJECTIVES

- Handling multiple demands
- Five steps to achieving balance
- Internal and external stressors
- Using energy wisely

- Find out what's really important to you
- Gap between reality and expectations
- Assess your stress level
- Basic stress management techniques

- Self-assessment
- The importance of optimism
- Self-talk and attitude
- Overcoming negativity

- Understand new realities of the workplace
- Identify competencies for career success
- Explore options in the new workplace
- Develop action plans

- Typical workplace conflicts
- Self-awareness and attitude
- The relationship between difficult people and conflict
- Anger management skills

- Family communication skills
- How and when to communicate
- Changing communication needs as families evolve
- Family conference guidelines

CREATING WORK-LIFE BALANCE

The conflicting demands of work and home can create stress and zap the time and energy needed to get everything done. In this workshop, participants will find answers that will allow them to be more effective and more satisfied with both their home and work lives. Competing demands will be identified, and an assessment of central life goals will contribute to an understanding of how to achieve improved work/life balance. **Available formats: one-hour or two-hour workshop.**

MANAGING STRESS

Stress seems to be a constant companion in today's busy world. However, frequent or cumulative stress erodes emotional and physical health. This workshop emphasizes that managing stress begins with the assumption of personal responsibility and self-control across different situations and environments. The ability to choose healthy responses to any given event is the key to minimizing stress and creating a healthy life. **Available formats: one-hour or two-hour workshop.**

CREATING A POSITIVE ATTITUDE

A positive outlook can greatly enhance personal success, health and well-being. Negative self-talk and personal beliefs can hinder the process toward, and results of, reaching personal and professional goals. This workshop examines the physical, psychological and interpersonal effects of both negative and positive attitudes. **Available format: one-hour workshop.**

ACHIEVING CAREER RESILIENCE

Achieving career success depends on the ability to anticipate and adapt to change. A critical factor involves linking talents, interests and values with the changing requirements of the workplace. Taking greater responsibility for personal learning contributes to skill enhancement and staying current with new demands. **Available formats: two-hour or half-day workshop.**

MANAGING YOUR RESPONSES TO ANGER

It is very easy to blame others for an anger response, but in reality personal choice guides the reaction to an external situation. Being easily angered adversely affects personal relationships, whether at work, home or within our communities. This workshop explores the motivation to choose anger over other healthier responses. **Available formats: one-hour or two-hour workshop.**

FAMILY COMMUNICATION

One of the biggest challenges facing families in today's hectic world is to maintain healthy, effective communication. Even if "quality time" exists within the family, miscommunications and misunderstandings may still be perpetuated, especially if parents revert to communication patterns that were learned from their family of origin. This program discusses the dynamics of communication and how to enhance the process within the family. **Available format: one-hour workshop.**

LEARNING OBJECTIVES

HOLIDAY STRESS HARDY

As joyous as the fall and winter holiday season can be, it also comes with the potential for enormous pressure and stress. Whether the celebrations are religious or secular, they bring with them expectations that may be very hard to meet. This workshop discusses the source of some of the stressors that can interfere with the enjoyment of the season. **Available format: one-hour workshop.**

- Minimizing self-imposed stress
- Your “Bill of Rights” for the holidays
- Stress management for the holidays
- Dealing with grief and loss at the holidays

HUMOR FOR THE HEALTH OF IT

Humor is an essential part of life, and it contributes to remaining healthy and positive and effectively handling life’s upsets and setbacks. This workshop describes why humor is healthy, both emotionally and physically. It explores ways to cultivate and find humor in everyday life. **Available format: one-hour workshop.**

- Why humor is a necessity and not a luxury
- Physical/psychological benefits of humor
- How to cultivate humor at work
- Tips on how to identify and find humor

COPING WITH THE STRESS OF CHANGE

Stress associated with change can be both good and bad, depending on personal perceptions. Surprisingly, even positive changes in life, such as marriage or a new job or promotion, can contribute to high levels of stress due to the multiple adjustments to the new event that are required. This program explores typical responses people demonstrate when change happens, such as resistance to change, stress reactions to change, and creating opportunities from the change process. **Available formats: one-hour or two-hour workshop.**

- The risks of change
- The change process
- Options for making the most of change
- Modifying your responses to change

LIFESTYLE ISSUES FOR PRE-RETIREMENT

Good planning is the key to an easier transition and a richer, more satisfying retirement. Finances, health issues, use of time, lifestyle changes and changing roles and relationships are all areas that need to be explored. This course is a brief introduction to the broad spectrum of issues and to the ongoing process of retirement planning. **Available formats: one-hour or two-hour workshop.**

- Timetable for planning
- Reviewing income, benefits and assets
- Evaluating the lifestyle changes of retirement
- Maintaining your health and social contacts

MANAGING PERSONAL FINANCES

Balancing personal income and expenditures is fundamental to enjoying success in one’s personal life, occupation and relationships. This workshop will provide all the basics to create a successful budget and spending plan. Additionally, participants will analyze overspending and credit concerns, discuss the importance of establishing credit (including guidelines for using credit cards and avoiding credit card fraud) and review remedies for being overextended in debt. **Available formats: one-hour or two-hour workshop.**

- Defining your family financial profile
- Creating financial balance
- Short-, medium- and long-term goals
- Tips to manage your credit

WORKSHOP FORMATS

One-hour workshop: Provides overview

Two-hour workshop: Provides in-depth information and assessment

Half-day workshop: Provides in-depth information and assessment, skills practice and action plan

Series of four one-hour workshops: In-depth information and assessments

LEARNING OBJECTIVES

- The role of the caregiver
 - Problems faced by the caregiver
 - Areas of immediate concern
 - Developing a plan for addressing current and future needs
-
- Exploring personal beliefs about the “perfect” parent
 - Survival tips for dealing with difficult times in the family group
 - Creating “balance” between competing demands
 - More effectively managing work and family issues
-
- The nature of losses, big and small
 - The stages of grief
 - How to accept your own grief and that of others
 - How to get help or help others who grieve
-
- Characteristics of successful single parenting
 - Unique strengths of single-parent families
 - Taking care of yourself first
 - Single parenting discipline
 - Creating your support network
-
- Characteristics of successful stepfamilies
 - Building foundations of trust
 - How to avoid the step-parent trap
 - Building marital harmony for family harmony
-
- The realities and the myths about the “empty nest”
 - Fathers’ versus mothers’ reactions to the children leaving home
 - Improving relationships with spouses and family
 - Adjusting to your life without the children
-
- Letting go of past hurts and healing emotionally
 - Rebuilding your financial health
 - Re-claiming your social life
 - Establishing new healthy romantic relationships

UNDERSTANDING ELDER CARE ISSUES

Elder care is a major issue facing American families today. We now have the largest over-70 population in U.S. history. Families, and society in general, are facing unanticipated challenges to provide care for this growing segment of the population. These issues are made more complex because of the role-shift they imply: adult children now find themselves in the position of having to parent their parents. **Available formats: one-hour or two-hour workshop.**

STRATEGIES FOR WORKING PARENTS

When faced with the challenges of parenthood, many working parents feel guilty. The pressures and demands placed upon them are extraordinary and many parents feel conflicted by the dual roles they must play. This workshop helps working parents explore strategies for achieving balance between their demanding work and family schedules. **Available format: one-hour workshop.**

COPING WITH GRIEF AND LOSS

Grief is a natural response to any loss, whether large or small. It could be a death, a relationship that doesn't work out, a job change, relocating to a new home or the loss of a friendship. In all cases, there needs to be a process of grieving and letting go. Unresolved grief can contribute to physical and psychological problems that may affect one's personal and professional lives. **Available formats: one-hour or two-hour workshop.**

SUCCESSFUL SINGLE PARENTING

Whether by death or divorce, or whether the individual is the custodial or visitational parent, being a single parent carries with it a unique experiential perspective that cannot be fully understood – unless you are one. With its challenges and rewards, single parenting has its own distinct set of opportunities for personal and family growth. **Available formats: one-hour or two-hour workshop.**

SUCCESSFUL STEP-PARENTING

The blending of two families is not an easy process. Although the adults have fallen in love and have decided to live together, the children may or may not desire the stepfamily situation. Adjustments to the new family situation take time for all family members, including the biological parent, the stepparent and the children. **Available formats: one-hour or two-hour workshop.**

SURVIVING THE EMPTY NEST

The “empty nest syndrome” – characterized by a sense of loss of purpose, a crisis of identity as parents, and even depression - allegedly occurs when the children leave home. While parents may feel some loss when their nests empty, they are also finding that this period can be one of increased satisfaction and improved relationships. This workshop provides information about adjustment issues that may arise after the kids leave home. **Available formats: one-hour or two-hour workshop.**

LIFE AFTER DIVORCE

Divorce is often a painful process, even in the most civil of dissolutions. Multiple issues surface for individuals following the disintegration of the marital relationship, and making sense of the process can be difficult. This workshop helps participants identify and deal with concerns people typically face after the divorce is final. **Available formats: one-hour or two-hour workshop.**

LEARNING OBJECTIVES

GRANDPARENTS PARENTING GRANDCHILDREN

Over the past two decades there has been a dramatic increase in the numbers of children being raised in grandparent-headed households. Grandparents who are the primary caregivers of grandchildren living in their homes (whether or not a parent is also present) face a myriad of challenges in this situation. **Available formats: one-hour or two-hour workshop.**

- Types of grandparent caregivers
- Benefits and challenges of grandparents in the parental role
- Legal, financial, social, health and family relationship issues
- Sources of support for grandparents

DEALING WITH PRE-TEENS AND TEENAGERS

The pre-teen and teen years are periods of intense growth, not only physically but also morally and intellectually. Since the primary goal of the teen years is to achieve independence, family life can sometimes feel confusing and experience periods of upheaval. This program explores how parents can negotiate these sometimes trying times with their growing children. **Available formats: one-hour or two-hour workshop.**

- Overview of the developmental task of adolescence
- Explore parenting styles and their impact on teenagers
- Learn about rules, enforcement, and negotiation with teens
- Communication processes and support

CREATING AND MAINTAINING A HEALTHY MARRIAGE

Good marriages require a lot of hard work and compromise, both before and after a couple says “I do.” The reality is that every couple will face challenges over the course of their marriage, such as handling finances, negotiating conflict and creating a connection in today’s hectic lifestyles. This program will examine some of the important issues in creating a healthy, lifelong marriage. **Available formats: one-hour or two-hour workshop.**

- Discuss the myths of marriage
- Examine the stages of marriage
- Learn what behaviors lead to marital conflict and divorce
- Learn the keys to creating and maintaining a healthy relationship

THE STRESS OF BUSINESS TRAVEL

Business travel is often a positive experience, with important meetings, agreements and progress resulting from the work. However, work overload, cumulative fatigue, recovering from time zone travel and family disruptions can collectively result in increased stress on the part of the traveler. This workshop considers tips and strategies to maximize performance while on the road, as well as some ideas to minimize business travel stress. **Available format: one-hour workshop.**

- Impact of business travel on health and well-being
- Tips to balance business travel and your life
- Staying connected while you travel
- Ideas to reduce travel-related stress

LIVING WITH EXTENDED FAMILY

Multiple-generation households occur for many reasons, such as economics, health needs of a family member, divorce or temporary transitions. Families benefit from the sharing of emotional, social and financial resources – however, special challenges may emerge from the decision to have generations of a family live under the same roof. **Available format: one-hour workshop.**

- Needs of individuals in the multi-generational family
- Challenges to inter-generational households
- Developing realistic expectations for all family members
- Creating a living agreement on household duties, responsibilities and finances

WORKSHOP FORMATS

One-hour workshop: Provides overview

Two-hour workshop: Provides in-depth information and assessment

Half-day workshop: Provides in-depth information and assessment, skills practice and action plan

Series of four one-hour workshops: In-depth information and assessments

LEARNING OBJECTIVES

- Challenges and ways to overcome them
- Benefits and rewards of healthy change
- Plan of action
- Reinforcements and support along the way

- Understand the addictive nature of smoking
- Define the quitting steps and determine behavioral readiness
- Learn how to avoid smoking triggers
- Identify new tools and techniques to replace the smoking habit

- Explore needs and readiness for change in diet and fitness habits
- Tools and strategies for weight management
- Create a diet/fitness plan and staying motivated
- Identify and develop relationships for ongoing support

- Increase awareness of depression
- Discusses how depression affects people based on age or gender
- What to do if you or someone you know is depressed
- Identify additional resources

- Reduce unhealthy behaviors
- Learn ways to minimize health risks
- Learn the basic aspects of fitness
- Create an exercise program that meets individual needs

- Explain benefits of exercise
- Perform basic movements to increase muscular strength and endurance
- Perform basic movements to increase flexibility
- Develop a plan to increase physical activity throughout the day

READINESS FOR HEALTHY CHANGE

This program is for anyone who has ever tried to make healthy changes in their life, and had trouble sticking with their plan. What sabotages change efforts? Is it a lack of information, lack of creative problem solving or what? In this workshop participants will discuss the necessary planning steps leading to desirable change. **Available formats: one-hour or two-hour workshop.**

SMOKING CESSATION

Smoking is a powerful addiction, and making the decision to quit is not an easy one. When asked, most smokers indicate that they want to break both the physical addiction and the psychological dependence that nicotine creates. This workshop discusses the steps that smokers can take in order to become tobacco-free, including guidelines for maintaining the new non-smoking habit. **Available formats: one-hour or two-hour workshop or a series of four one-hour workshops.**

WEIGHT MANAGEMENT

With over 63 percent of Americans overweight or obese, weight management is increasingly becoming the number one health concern in the U.S. The popular media provides a barrage of conflicting information on effective weight management techniques. This program provides information on the nutrition and exercise basics to get you jump-started on a healthy, balanced weight-loss plan. **Available formats: one-hour workshop or a series of four one-hour workshops.**

COPING WITH DEPRESSION

A severe or prolonged sadness can interfere with your life and work, or in the life of someone you know, making normal activities impossible. You can help yourself or a co-worker or a family member by recognizing the signs of depression and taking action. This workshop discusses the causes and symptoms of the illness of depression, and offers guidelines on disease identification and treatment. **Available formats: one-hour or two-hour workshop.**

FITNESS AND EXERCISE

Daily exercise plays a key role in maintaining good health and managing weight. Exercise also assists in stress reduction, promotes healthy sleep and increases feelings of well-being. This workshop will focus on fitness and exercise and help participants develop a workout plan. **Available format: one-hour workshop.**

SIT AND FIT

Fitness is an essential component of health. This program emphasizes exercise in the workplace and presents a series of movements that can be performed at the desk. The workshop also discusses finding time for exercise and the types of exercise that are beneficial to your health. **Available format: one-hour workshop.**

CHILDREN'S HEALTH

Care and good judgment are still the most important aspects of creating a healthy environment for children. This workshop focuses on the preventative measures that keep children healthy along with the risk factors to consider for your own child's needs. **Available format: one-hour workshop.**

HELPING YOUR CHILD LOSE WEIGHT

Childhood obesity is reaching near epidemic proportions, with poor dietary habits and physical inactivity among the main contributing factors. However, by addressing these two factors, parents can improve children's health by gaining control over their weight. This program is targeted to the parents of overweight children wanting to facilitate the child's weight-loss process. **Available format: one-hour workshop.**

HELPING YOUR TEEN MANAGE HEALTHY WEIGHT

An increasing number of teenagers are struggling with healthy weight management issues. Whether overweight or facing the challenges of food addiction, anorexia, or bulimia, our teens can be at risk for various medical problems as well as adverse affects on their self-esteem. This program provides information on the nutrition and exercise basics to help you help your teen get started on a healthy, balanced weight loss plan, and on how to identify the symptoms of more serious weight-related conditions. **Available formats: one-hour or two-hour workshop.**

HELPING YOUR PARENTS STAY HEALTHY

Baby boomers often find themselves responsible both for their children and their elderly parents. In this program, participants focus on learning about the aging process, as well as the prevention and treatment of decreased physical and mental capacity. Participants also learn about methods to help parents maintain health and well-being. **Available format: one-hour workshop.**

LONGEVITY

Today, people are living longer with a better quality of life than in previous generations. Diet and exercise are critical factors in the long-term maintenance of health and well-being. Other personal habits can contribute to, or detract from, the ability to have a long, healthy and happy life. This workshop will explore how personal habits and attitudes are important to living longer. **Available format: one-hour workshop.**

LEARNING OBJECTIVES

- Identify the components of children's health
- Model healthy behavior
- Identify the most common childhood illnesses and how to prevent them
- List individual children's risk factors and develop a plan to address them

- Identify the causes and results of obesity in children and adolescents
- Identify participants' role in supporting their children's weight and health management
- List the steps necessary to help their children control their weight
- Develop an action plan

- Explore needs and readiness for change in diet and fitness habits
- Tools, strategies and action planning for weight management
- Help teens avoid eating disorders
- Develop relationships for ongoing support

- Identify the components of optimum health for seniors
- Identify the most common senior health issues and how to prevent them
- List parents' risk factors and develop a plan to address them

- Explain role of exercise in longevity
- Explain role of changing certain personal habits to achieve longevity
- Explain role of a good quality of life in living longer

WORKSHOP FORMATS

One-hour workshop: Provides overview

Two-hour workshop: Provides in-depth information and assessment

Half-day workshop: Provides in-depth information and assessment, skills practice and action plan

Series of four one-hour workshops: In-depth information and assessments

LEARNING OBJECTIVES

- List the benefits of regular walking
- Identify personal motivation for walking
- Determine the current walking amounts
- Create a plan to reach 10,000 steps a day

- Explain benefits of good health
- Identify the components of good health
- List the steps necessary to achieving and maintaining a healthy life
- Create a personal wellness plan

- Identify the benefits of a healthy diet
- Identify the benefits of exercise
- Identify preventive screenings for optimal health
- Create a personal wellness plan

- Identify symptoms of CHD
- Identify factors contributing to CHD
- Measures to prevent CHD
- Treatments for CHD

- Identify the benefits of healthy eating
- Present the components of good nutrition
- Analyze eating patterns
- Plan a healthy diet

- Identify the benefits of healthy eating
- Present the components of good nutrition
- Analyze eating patterns
- Plan a healthy diet

- Present the different classifications of dementia
- Examine physiological factors that contribute to different types of dementia
- Discuss the role of diet, exercise and task variety in preventing dementia
- Develop an action plan to maintain brain fitness

WALKING TO HEALTH, HAPPINESS AND LONGEVITY

Described by experts as “almost perfect exercise,” regular walking can improve stamina, energy and life expectancy, while reducing many common health risks. Walking aids in stress relief, weight control and sleep enhancement. This program assists participants in creating a personal plan to walk for health benefits. **Available format: one-hour workshop.**

OPTIMUM HEALTH FOR MEN

The leading causes of death today are heart disease, cancer and stroke. This workshop focuses on diseases that affect men the most, and provides education on disease prevention and risk reduction for disease. **Available format: one-hour workshop.**

OPTIMUM HEALTH FOR WOMEN

The leading causes of death today are heart disease, cancer and stroke. This workshop focuses on diseases that affect women the most, and provides education on disease prevention and risk reduction for disease. **Available format: one-hour workshop.**

HEART HEALTH

Coronary heart disease (CHD) is the leading cause of death for both men and women in the United States. CHD is caused by a narrowing of the coronary arteries that supply blood to the heart, and often results in a heart attack. Fortunately, everyone can take steps to protect their heart and their life – or someone else’s. This workshop will focus on preventing and treating CHD. **Available format: one-hour workshop.**

NUTRITION

Poor eating habits create many health issues and problems. Eating well promotes good health and reduces the risk of chronic diseases such as heart disease, certain cancers, diabetes, stroke and osteoporosis. This workshop focuses on proper eating habits, discusses the different food groups, and assists in setting up a good diet. **Available format: one-hour workshop.**

WORKPLACE ERGONOMICS

This program is for office workers at all levels to learn how to effectively use ergonomics to increase performance and productivity. Appropriate ergonomic applications can reduce the risk of injury and illness from repetitive motion at work. Participants will develop an action plan to address issues identified by an ergonomic self-assessment. **Available format: one-hour workshop.**

FITNESS AND YOUR BRAIN: AVOIDING DEMENTIA

Dementia refers to a group of mental conditions that interfere with a person’s ability to think clearly, make decisions and carry out the activities of daily living. Dementia will become more prevalent as our elderly population increases. This workshop discusses ways to prevent or forestall the onset of dementia. **Available format: one-hour workshop.**

LEARNING OBJECTIVES

EMPLOYEE EAP ORIENTATION

During this presentation, participants learn about the kinds of counseling and other assistance available through the Employee Assistance Program (EAP). This presentation also includes a video that shows the many ways MHN EAP can help. **Available format: 30-minute workshop.**

- Eligibility and dependent information
- Number of sessions available
- How to access the service
- What to expect when you call

SUPERVISOR EAP ORIENTATION

This session addresses how the EAP can be used to assist managers and supervisors. The presentation begins with a brief review of the broad range of counseling and consultation services available to all eligible employees and their dependents to help them address personal and family problems. This is followed by a discussion of the Management Consultation unit and the Job Performance Referral (JPR) process. In this presentation, participants learn how these powerful tools help supervisors and managers throughout the country recognize and address problem performance and behavior in the workplace. A video shows vignettes about using the EAP and Management Consultation process to effectively address employee problems. **Available format: 90-minute workshop.**

- The EAP as a management asset
- The Management Consultation and Job Performance Referral processes

WORKSHOP FORMATS

One-hour workshop: Provides overview

Two-hour workshop: Provides in-depth information and assessment

Half-day workshop: Provides in-depth information and assessment, skills practice and action plan

Series of four one-hour workshops: In-depth information and assessments

LEARNING OBJECTIVES

- The connection between good working relationships and effective communication
- Key elements of a clear message
- Challenges to getting the message across
- Techniques to building rapport

- The ideal workplace
- Agreements on work behavior
- What to do when words fail
- Providing support and encouragement

- Typical workplace conflicts
- Problem-solving model to create win-win results
- Communication techniques that promote creativity
- Common behaviors of difficult people

- Problem-solving model to create win-win results
- Communication techniques that promote creativity
- Different styles of dealing with conflict
- Benefits of constructive conflict

- Why companies lose customers
- Identify your “hot buttons”
- What customers want/don’t want
- Handling complaints

- Diversity definitions
- Benefits of a culturally diverse workplace
- Factors that inhibit creating a culture that values diversity
- Communication, a diversity tool

EFFECTIVE WORKPLACE COMMUNICATION

Effective communication is the foundation upon which solid working relationships are built. Clear, direct speech and active listening are essential elements in every interaction, whether personal or professional. By increasing the likelihood that all parties in a relationship are heard and understood, good communication skills ensure that win-win situations will result. **Available format: one-hour workshop.**

CREATING A POSITIVE WORK ENVIRONMENT

In an ideal workplace people are committed to working together harmoniously. They treat one another respectfully and maintain an environment in which work gets done efficiently and problems are solved in an assertive, fair manner. This workshop examines effective, respectful and positive workplace functioning. **Available formats: one-hour or two-hour workshop.**

DEALING WITH DIFFICULT PEOPLE

In every workplace, customer interaction, or even family situations there are likely going to be people who can be labeled as “difficult”. This workshop examines what makes people “difficult”, how emotional triggers are activated by difficult people, and how to mitigate conflict that often accompanies difficult behaviors. **Available formats: one-hour, two-hour or half-day workshop.**

RESOLVING CONFLICT IN THE WORKPLACE

Conflict in the workplace can result from a variety of causes, such as differing beliefs, ideas, values and goals. Although conflict is a natural and sometimes useful process, most people avoid conflict and fail to see the benefits of direct confrontations. In this workshop, conflict will be examined as a normal part of work life and methods of creatively handling conflict to achieve successful resolutions will be explored. **Available formats: one-hour, two-hour or half-day workshop.**

DELIVERING EXCELLENT CUSTOMER SERVICE

Excellent customer service is important to many types of organizations and includes both internal and external customers. The basics of excellent customer service include managing customers’ needs and expectations and dealing with “difficult” customer issues. This workshop examines ways to handle customer complaints, show sensitivity while customers vent, and manage personal stress. **Available formats: two-hour or half-day workshop.**

DIVERSITY: A WORKPLACE ASSET (FOR EMPLOYEES)

Every member of the workforce brings unique skills, background and experience vital to the successful completion of company productivity and service goals. This program discusses the value each person contributes to the whole, as well as the strengths of our diversity. Participants will learn about the value of clear communication, overcoming stereotypes and appreciating the unique differences people bring to the workplace. **Available formats: two-hour or half-day workshop.**

LEARNING OBJECTIVES

CHANGE MANAGEMENT

Change is the one constant that can be counted on in today's world, and success at work and in life is greatly influenced by effectiveness at handling change. This workshop enhances understanding of the change process, the various options we can choose and how to fully take responsibility for our choices. Participants can explore their own perceptions and beliefs about change and examine methods of success for themselves and their organization in a changing environment. **Available formats: one-hour or two-hour workshop.**

- Finding opportunity in change
- Elements of the change process
- Identifying losses associated with change
- Taking responsibility for choices

WORKING IN TEAMS

The quality of the work team may be the single most important factor in determining whether success and productivity in the workplace can be achieved. This program examines components of a successful team and discusses team dynamics such as building trust, clarifying goals, self-assessment, problem solving, appropriate roles and effective communication. **Available formats: two-hour or half-day workshop.**

- How effective teams develop
- Key elements of successful teams
- Advantages of team problem-solving
- Key skills for team members and leaders

ETHICS AND INTEGRITY IN THE WORKPLACE (FOR EMPLOYEES)

An individual may feel that only those in positions of title or power can make the difference to build an ethical culture. However, every person can make a difference in developing and maintaining integrity in the company, based on his or her "real power" or influence within the job position. **Available format: one-hour workshop.**

- The role of influence within the job scope
- Information about ethical decision-making
- Steps to remedy an "ethics gap"
- Developing a network of ethically minded cohorts in the company

CAREER MANAGEMENT AND CAREER PLANNING

Career planning and management is a lifelong process, which includes choosing an occupation, getting a job, "growing" a job, possibly changing jobs or careers and eventually retiring. Creating educational goals, using assessments in interest and skill identification, technical and skill acquisition, and methods for the planning process are all important components of successful career building. **Available formats: one-hour or two-hour workshop.**

- Understand the career planning process
- Describe typical short-term and long-term career planning goals
- Examine barriers to reaching goals
- Identify steps in developing a career action plan

WORKSHOP FORMATS

One-hour workshop: Provides overview

Two-hour workshop: Provides in-depth information and assessment

Half-day workshop: Provides in-depth information and assessment, skills practice and action plan

Series of four one-hour workshops: In-depth information and assessments

LEARNING OBJECTIVES

- Roles and responsibilities of supervision
 - Qualities, skills and aptitudes of an effective manager
 - How to provide constructive feedback and motivation
 - Common management pitfalls
-
- How to develop effective teams
 - Key elements of successful teams
 - Key skills for team members and leaders
 - Modifying work styles for team effectiveness
-
- Information about ethical decision making
 - Organizational preconditions necessary for ethically congruent leadership
 - The steps for development of ethically congruent companies
 - Anticipated outcomes of ethics program implementation
-
- Presents the characteristics of corporate compassion
 - Describes the human factor that it takes to move any project or career forward
 - Outlines implementation of “heart” in different aspects of business practice
 - Discusses future developments for good business practice
-
- Understanding the multiple adjustment issues that returning military must face
 - How to support a colleague or employee coming back to work after active duty
 - Avoiding over-care or interference
 - Assisting the employee in the job skills transition process
-
- Personal and professional issues in repatriation
 - Managing expectations in the repatriation experience
 - Developing strategies for successful reintegration
 - Understanding the role of the company in repatriation

BASIC SKILLS FOR SUPERVISORS

Research continues to show that an employee’s direct supervisor has an enormous impact on morale and job satisfaction. This workshop will examine the multiple roles and responsibilities that effective supervisors must fill, such as coach, team leader and change agent. **Available formats: two-hour or half-day workshop.**

BUILDING EFFECTIVE TEAMS

Successful teams don’t just happen – they require thoughtful planning, specific skills and careful execution. Managers will learn to identify the characteristics of effective teamwork that influence the work group function and recognize the signs of a team in trouble. This workshop examines the components of successful team building in the workplace. **Available formats: two-hour or half-day workshop.**

ETHICS AND INTEGRITY IN THE WORKPLACE (FOR MANAGERS)

An ethical culture is built and sustained by aligning organizational values and internal organizational processes. To create an atmosphere of integrity and ethics, the corporate management must “walk the talk,” providing employees with examples of and opportunities for ethical behavior. **Available formats: one-hour or two-hour workshop.**

BRINGING “HEART” TO CORPORATE AMERICA

In today’s business world, it is dangerous for an organization to be seen as heartless or clumsy in the way it treats people. Companies should treat their employees, shareholders, suppliers, local communities and the environment with the same respect they bestow on their customers. Inconsiderate behavior can result in a simultaneous loss of reputation and revenue. This program examines factors related to enhancing corporate compassion. **Available format: one-hour workshop.**

RETURNING MILITARY STAFF

Most National Guard and Reserve troops completing a war-related deployment must face transition issues when returning home to the United States and their jobs. In addition to any personal stressors this transition process creates, the employee returning from the military must come back to “business as usual” to resume his or her career. This workshop discusses the unique challenges and benefits that this group brings back to the organization. **Available format: one-hour workshop.**

EXPATRIATE WORKPLACE REINTEGRATION

As expatriates and their families return home from the foreign assignment, many soon discover that they are returning neither to the home they had remembered nor to the homecoming they had anticipated. Organizational re-entry is a major problem to such an extent that repatriation is sometimes referred to as reverse or re-entry culture shock. This program presents the issues that influence expatriates returning to work and provides insight into the factors related to successful repatriation. **Available format: one-hour workshop.**

LEARNING OBJECTIVES

CREATING A POSITIVE WORK ENVIRONMENT (FOR SUPERVISORS)

An important responsibility for supervisors is to create and maintain an environment in which individuals are encouraged and supported, work gets done efficiently and employees treat one another with respect. This workshop helps supervisors and managers proactively create workplace environments that encourage the best from their employees. Supervisors will learn the importance of sharing the corporate vision, providing clear communication, developing trust, encouraging employee participation and addressing roadblocks. **Available formats: one-hour or two-hour workshop.**

- Elements of a positive workplace
- The four kinds of consequences for behavior
- Roadblocks to success
- Power versus delegation

MANAGING CHANGE

Managers and employees may have very different reactions and approaches to change in the organization. This program presents the change process from the perspective of supervisors needing to manage employee reactions, and describes attitudes and behaviors that can enhance (or detract from) change. Examples of typical employee responses to change are presented, as well as methods that can be used to address employee concerns. **Available formats: two-hour or half-day workshop.**

- Managing during the change process
- Effectively dealing with employee reactions
- Building acceptance to the change
- Tips to help managers and employees

MANAGING PERSONAL AND EMPLOYEE STRESS

As a manager or supervisor, there is an added responsibility to minimize and respond to the concerns or distress of employees. This workshop will focus on techniques for assisting employees with workplace stress, and also discuss the supervisor's role in enhancing stress resilience. **Available format: two-hour workshop.**

- Contributors to workplace stress
- Aspects of a stress-hardy personality
- Stress-management techniques for personal use
- Employee stress – management, motivation and feedback

DIVERSITY: A WORKPLACE ASSET (FOR SUPERVISORS)

Every member of the workforce brings diverse skills, background and experience vital to the success of the company. While there is strength in this diversity of culture, ethnicity, gender and other factors, these differences can sometimes be misinterpreted in the work environment. This program focuses on helping supervisors understand the strengths and challenges of managing a diverse work group by encouraging communication skills, overcoming stereotypes and recognizing the paradox of “unity through differences” in the workplace. **Available formats: two-hour or half-day workshop.**

- The emerging workplace
- Benefits of a culturally diverse workplace
- Managing cultural diversity
- Traditional vs. emerging workplace

LEADERSHIP AND LEADING

Leaders must draw upon multiple resources and skills to optimally influence the work environment of the organization. Since there is no “one best way” to be a leader, it is important to evaluate a supervisor's leadership style to enhance effectiveness across different situations. In this workshop, participants discuss the components of leadership, different roles of a leader, and skills to develop for leadership positions. **Available formats: two-hour or half-day workshop.**

- Managing and leading
- What is leadership?
- Leadership styles
- Roles and skills of the leader

WORKSHOP FORMATS

One-hour workshop: Provides overview

Two-hour workshop: Provides in-depth information and assessment

Half-day workshop: Provides in-depth information and assessment, skills practice and action plan

Series of four one-hour workshops: In-depth information and assessments

LEARNING OBJECTIVES

- Normal response to trauma
 - Debriefing, defusing and other trauma recovery services
 - Workplace concerns and impacts
 - Understanding triggers for further traumatic response
-
- Recognize the types and levels of violence
 - Recognize threatening situations
 - Understand how to reduce the risk of violence
 - Develop a personal plan of action
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- Recognize the types and levels of violence
 - Understand what the organization can do to reduce the risk of violence
 - Understand the critical role of the supervisor/manager
 - Learn conflict management skills
 - Identify the next steps in the planning process
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- Review the dangers of drug and alcohol abuse
 - Learn how to determine when drug use is out of control
 - Explore behaviors that support continued abuse
 - Understand the benefits of being drug-free
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- Understanding the negative impact of substance abuse
 - Reviewing and understanding the organization's policies
 - Learning a process for constructive confrontation
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- One hour covering drugs
 - One hour covering alcohol
 - One hour covering policies and procedures

CRITICAL INCIDENTS AND TRAUMA RESPONSE

A critical incident can happen at any time. Industrial accidents, workplace violence, terrorism, vehicle accidents or other unexpected events can trigger traumatic responses. This workshop explores the normal reactions people exhibit after experiencing abnormal events. The workshop addresses performance expectations and work flexibility of both supervisors and employees in the aftermath of a traumatic incident. The CISM process is explained, and the debriefing process and other methods that can mitigate the effects of post-traumatic stress are discussed. **Available formats: one-hour or two-hour workshop.**

CREATING A SAFER WORKPLACE (FOR EMPLOYEES)

The threat of workplace violence can create feelings of fear, anger or powerlessness; however, there are things we can do to make our workplace and ourselves safer. This workshop examines different types and levels of workplace violence, as well as the impact of violence on individuals and the organization. The responsibilities of individual employees and communication techniques that can be used to diffuse potential violence are also presented. **Available formats: two-hour or half-day workshop.**

CREATING A SAFER WORKPLACE (FOR SUPERVISORS)

The increase of violence in our workplace mirrors the increase of violence in our society as a whole. Organizations are responding by enhancing security measures, planning for possible incidents and training their employees. Supervisors and managers are being asked to take a major role in making the workplace a less violent place. **Available formats: two-hour or half-day workshop.**

SUBSTANCE ABUSE AWARENESS (FOR EMPLOYEES)

Substance abuse continues to be a problem for our society that also impacts our work environments. Thousands are addicted, and thousands more – family members, friends, co-workers, even strangers – feel the effects of substance abuse. Education can help everyone confront and combat this problem. **Available formats: one-hour or two-hour workshop.**

SUBSTANCE ABUSE PREVENTION (FOR SUPERVISORS)

This program prepares supervisors and managers for their role in maintaining a drug-free workplace. This role involves the implementation of rules and regulations as well as intervening early and appropriately to ensure workplace safety. This workshop will cover the impact of employee substance abuse on the workplace, organizational policies and procedures, alcohol and other abused drugs, strategies for confronting the employee and options for available resources. **Available format: two-hour workshop.**

SUBSTANCE ABUSE: DOT

This workshop covers the substance abuse material required by the U.S. Department of Transportation (DOT). It meets DOT requirements for training employees subject to DOT regulations. **Available format: three-hour workshop (two hour mandatory).**

LEARNING OBJECTIVES

HARASSMENT AWARENESS (FOR EMPLOYEES)

Everyone has a right to work in an environment free from harassment or intimidation. This program examines what constitutes harassment, what to do if harassment occurs, and the effects of harassment on legal, monetary and employee morale issues. **Available formats: one-hour, two-hour or half-day workshop.**

PREVENTING WORKPLACE HARASSMENT (FOR SUPERVISORS)

This supervisory version of the Harassment Awareness workshop expands on the information provided in the employee version. This program delineates the manager's responsibility for communicating clear policies and reporting procedures, and intervening appropriately to stop any form of harassment in the workplace. Additionally, the workshop addresses the legal ramifications of not taking action to prevent harassment and presents guidelines for conducting investigations. **Available formats: two-hour or half-day workshop.**

SEXUAL HARASSMENT IN THE WORKPLACE (CALIFORNIA AB 1825 COMPLIANCE)

This two-hour supervisory training meets the new California mandate affecting employers within the state who employ 50 or more people. This workshop uses both interactive exercises and direct instruction, and enables supervisors to understand their vital role in creating a respectful, harassment-free work environment. Supervisors will also learn techniques for effectively intervening to stop inappropriate workplace behavior. **Available format: two-hour workshop.**

- The changing workplace
- What is harassment?
- Gender communication styles
- EEO guidelines
- Employer responsibilities

- Changing expectations of the workplace
- What constitutes harassment?
- Types of sexual harassment
- Employer responsibilities
- EEO guidelines

- Review applicable state and federal laws
- Learn the legally defined types of sexual harassment
- Identify behaviors that may constitute harassment
- Review supervisory responsibilities and liability
- EEO guidelines for non-discrimination, non-harassment, and available remedies to victims

ON-SITE ORGANIZATIONAL DEVELOPMENT CONSULTATION SERVICES

Our on-site consulting services help address workplace challenges that cannot be resolved through training. These services utilize a values-based approach to resolving workplace issues that will help achieve and sustain a greater level of organizational effectiveness. Among these services are:

- Workplace Needs Assessment
- Facilitated Group Processing
- Workplace Support and Group Development
- Train-the-Trainer Programs
- Leadership/Management Coaching
- Organizational Development Consultation

Consulting services are assessed on an individual basis and can span as little as a few hours to extensive, ongoing interventions over several months.

WORKSHOP FORMATS

One-hour workshop: Provides overview

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Series of four one-hour workshops: In-depth information and assessments

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